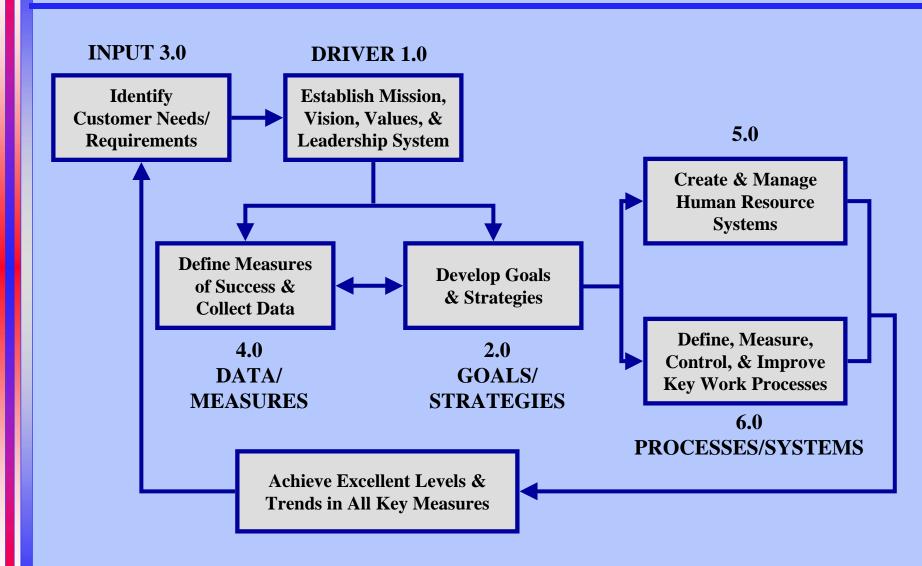
Self-Assessment of the U.S. Patent and Trademark Office Using The Baldrige Criteria for Performance Excellence

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What are the Criteria?

- Set of expectations or requirements
- Structured approach to performance improvement
- Framework for a systems view of performance management
- Set of core values
- Common language
- Review of organizational processes and systems (not "Offices")

Baldrige Criteria as a System



Objectives of Self-Assessment Using the Baldrige Criteria

- Determine how well PTO is currently performing against criteria for high performing organizations
- Provide a comprehensive framework for evaluating performance and performance plans (GPRA requirement)
- Identify and prioritize action plans needed to enhance performance
- Determine how well all parts of the organization are working together to achieve strategic objectives

Objectives of Self-Assessment Using the Baldrige Criteria (continued)

- Help to align the many initiatives and processes to improve overall organizational performance and customer satisfaction
- Facilitate communication and sharing of best practices information among organizations
- Serve as a working tool for understanding and managing performance, planning, and continuous learning